

Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/increase)	Yes
Are the financial statement outsourced? (Yes/No)	Yes
Are there Council adopted business process structuring the flow and management of documentation feeding to Trial Balance?	Yes
How long does it take for an Tax/invoice to be paid from the date it has been received?	30days
Is there advance planning from SCM unit linking all departmental plans quarterly and annually including for the next two to three years procurement plans?	Yes
Administration	
Reaction time on enquiries and requests?	
Time to respond to a verbal customer enquiry or request? (working days)	
Time to respond to a written customer enquiry or request? (working days)	
Time to resolve a customer enquiry or request? (working days)	
What percentage of calls are not answered? (5%, 10% or more)	
How long does it take to respond to voice mails? (hours)	
Does the municipality have control over locked enquiries? (Yes/No)	
Is there a reduction in the number of complaints or not? (Yes/No)	
How long does it take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	
Community safety and licencing services	
How long does it take to register a vehicle? (minutes)	
How long does it take to renew a vehicle license? (minutes)	
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	
How long does it take to de-register a vehicle? (minutes)	
How long does it take to renew a drivers license? (minutes)	
What is the average reaction time of the fire service to an incident? (minutes)	
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	
Economic development	
How many economic development projects does the municipality drive?	
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	
What percentage of the projects have created sustainable job security?	
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	Yes
Does the municipality have training or information sessions to inform the community? (Yes/No)	No
Are customers treated in a professional and humbly manner? (Yes/No)	Yes
Municipal Manager	
Date: 28/01/2017	

Northern Cape Province: Ikheis Local Municipality(NC084) - Schedule of Service Delivery Standards Table - Final Annual Budget 2017/2020

Standard	Description	2017/2020					
		Ref	2017/2014	2014/15	2015/17	2017/2018	Full Year Forecast
			Actual Outcome	Actual Outcome	Audited Outcome	Original Budget	Service Level
Solid Waste Removal							
Premise based removal (Residential Frequency)						2	2
Premise based removal (Business Frequency)						2	2
Bulk Removal (Frequency)						1	1
Renewal Bags provided(Yes/No)							
Garden refuse removal included (Yes/No)							
Street Cleaning Frequency in CBD							
Street Cleaning Frequency in areas excluding CBD							
How soon are public areas cleaned after events (24hours/48hours/longer)							
Clearing of illegal dumping (24hours/48hours/longer)							
Recycling or environmentally friendly practices(Yes/No)							
Licenced landfill site(Yes/No)							
 Water Service							
Water Quality rating (Blue/Green/Brown/No drop)							
Is free water available to all? (All/only to the indigent consumers)							
Frequency of meter reading? (per month, per year)							
Are estimated consumption calculated on actual consumption over (two months/ three months/larger period)							
On average for how long does the municipality use estimates before reverting back to actual readings? (months)							
<i>Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)</i>							
One service connection affected (number of hours)							
Up to 5 service connection affected (number of hours)							
Up to 20 service connection affected (number of hours)							
Feeder pipe larger than 800mm (number of hours)							
What is the average minimum water flow in your municipality?							
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)							
How long does it take to replace faulty water meters? (days)							
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)							



Blue drop systematically indigent consumers
received free water/balance per month/longer
period/months/

- What is the average minimum water flow in your municipality?
- Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)
- How long does it take to replace faulty water meters? (days)
- Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)

Electricity Service	
What is your electricity availability percentage on average per month?	
Do your municipality have a ripple control in place that is operational? (Yes/No)	
How much do you estimate is the cost saving in utilizing the ripple control system?	
What is the frequency of meters being read? (per month, per year)	
Are estimated consumption calculated at consumption over (two month's)/three month's/longer period	
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	
Are accounts normally calculated on actual readings? (Yes/No)	
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	
How long does it take to replace faulty meters? (days)	
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	
How effective is the action plan in curbing line losses? (Good/Bad)	
How soon does the municipality provide a quotation to a customer upon a written request? (days)	
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	
 Sewerage Service 	
Are your purification system effective enough to put water back in to the system after purification?	
To what extend do you subsidize your indigent consumers?	
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	No
Sewer blocked pipes: Large pipes? (Hours)	
Sewer blocked pipes: Small pipes? (Hours)	
Spillage clean-up? (hours)	
Replacement of manhole covers? (Hours)	
 Road Infrastructure Services 	
Time taken to repair a single pothole on a major road? (Hours)	
Time taken to repair a single pothole on a minor road? (Hours)	
Time taken to repair a road following an open trench service crossing? (Hours)	
Time taken to repair walkways? (Hours)	
 Property valuations 	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	
Do you have any special rating properties? (Yes/No)	